

Supplier Guidebook

**for Cardinal Health Medical Segment
National Brand Distribution Suppliers**

January 2024



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Introduction

Welcome, new and existing suppliers, to the Cardinal Health Supplier Guidebook. The intent of this guidebook is to clearly define roles, responsibilities and processes to ensure strong partnership and a straightforward, meaningful experience with Cardinal Health Distribution Services. Because we work with more than 1,300 national brand suppliers, standardization and adherence to these guidelines are critical to mutual success.

Understanding and working with Cardinal Health

Medical Segment

Our Medical Segment manufactures, sources and distributes Cardinal Health™ Brand medical, surgical and laboratory products, which are sold in the United States, Canada, Europe, Asia and other markets. In addition, this segment also distributes a broad range of medical, surgical and laboratory products known as national brand products, while providing supply chain services and solutions to hospitals, ambulatory surgery centers, clinical laboratories and other healthcare providers in the United States and Canada. This segment also distributes medical products to patients' homes in the United States through Cardinal Health™ at-Home Solutions.

Presource®

The Medical Segment includes (but is not limited to) Presource® Kitting Services and Medical Distribution. These two business units support Cardinal Health customers. Presource® Services provide relief via insight-driven solutions that empower healthcare providers to take control of their surgical supply chain and clinical practice. Though Presource® Services and Medical Distribution provide the best in patient care, they are also quite different. Suppliers often work with two separate teams of contacts who utilize different processes and platforms to support their Cardinal Health business. Please keep this in mind as you work with Cardinal Health; for example, Medical Distribution participates in CARP while Presource® Services does not.

Medical Distribution contacts

For general inquiries or for topics not described below, please contact your Global Sourcing Manager. If you do not know who your Global Sourcing Manager is, please contact GMB-NBMEDSOURCING@cardinalhealth.com. For specific questions or concerns, please continue to contact the appropriate teams within Cardinal Health listed below:

Type of issue	Department	Contact
Accounts payable		
I have a question about an unpaid invoice, deduction or short payment.	Accounts Payable	GMB-FSSW-SupplierRequest@cardinalhealth.com or 800.903.6343, Option 1
Chargebacks		
How do I report a chargeback discrepancy?	Chargebacks	GMB-ALB-USH-Vendor-Rebates@cardinalhealth.com
Contact information		
Who do I notify with personnel contact changes?	Global Sourcing	GMB-MedSupplierMaster@cardinalhealth.com
EDI		
Why have I received a deduction for EDI fees?	Global Sourcing	Your Global Sourcing Manager
How do I dispute an EDI deduction?		
Who should I contact to be set up on the core EDI transactions?	EDI	Contact your Global Sourcing Manager and they will open a task for EDI. An EDI implementer will then contact you to set up your implementation.
I am having trouble with EDI transmissions.	EDI	GMB-MCG-IT-Ecommerce@cardinalhealth.com
Freight		
How can we get a copy of your freight policy and/or guidelines?	Vendor Compliance	GMB-MCG-Vendor-CarrierCompliance@cardinalhealth.com
How can we get a copy of the Cardinal Health Routing Request form?	Shipment Control	GMB-MCG-USD-Shipment-Control@cardinalhealth.com
Inventory management		
Pricing or quantity is wrong on my purchase order.	Inventory Management	Your Cardinal Health Inventory Operations Analyst (IOA)/Buyer or GMB-MCG-MPSPurchasing@cardinalhealth.com
Product data management		
How do I change product acquisition cost, dimensions and product revisions (packaging string, UOM, component changes, packaging configurations)?	Product Data Management	GMB-DUB-MedicalDatabase1@cardinalhealth.com
How do I dispute a pricing discrepancy notice?		
Product recalls		
Who do I contact regarding a product recall?	Product Recalls	GMB-FieldCorrectiveAction@cardinalhealth.com
Quality and regulatory affairs (QRA)		
Who do I call if I receive a distribution-related complaint?	Quality and Regulatory Affairs	800.964.5227
Who do I contact to get a manufacturing or distribution license?		GMB-Vendor-Licensing@cardinalhealth.com
Who do I contact for country of origin for government sales questions?		GMB-Gov_Sales_Origin_Conf@cardinalhealth.com
Supplier cost contracts		
Where should I send inquiries about customer contract information? (materials, pricing, etc.)	Supplier Cost Contracts	GMB-medicalpricingservices@cardinalhealth.com
Where do I send a customer contract notification or make changes to an existing contract?		medicalagreements@contracts.cardinalhealth.com
Supplier portal		
Who do I contact for a portal ID?	Global Sourcing	GMB-MedSupplierPerformance@cardinalhealth.com
Who do I contact for supplier portal technical assistance? (password reset, account unlock, etc.)	Supplier Portal IT Department	866.300.4357, Option 5
Trace sales		
I would like to change my trace sales format.	Global Sourcing	Your Global Sourcing Manager. If you do not know who your Global Sourcing Manager is, please contact GMB-NBMEDSOURCING@cardinalhealth.com
I believe sales are missing for a material and/or a customer.		

Presource® Products and Services contacts

For general inquiries or for topics not described below, please contact your Global Sourcing Manager. If you do not know who your Global Sourcing Manager is, please contact GMB-NBMEDSOURCING@cardinalhealth.com. For specific questions or concerns, please continue to contact the appropriate teams within Cardinal Health listed below:

Type of issue	Department	Contact
Accounts payable		
I have a question about an unpaid invoice, deduction or short payment.	Accounts Payable	GMB-FSSW-PresourceDirectAP@cardinalhealth.com or 800.903.6343, Option 3 or P.O. Box 982277, El Paso, TX 79998-2277
Who do I contact to address a pricing concern?		GMB-Presource-SourcingOps@cardinalhealth.com
Chargebacks		
How do I report a chargeback discrepancy?	Chargebacks	GMB-Presource-chargebacks@cardinalhealth.com
Contact/address information		
Who do I notify with personnel contact changes?	Global Sourcing	GMB-MedSupplierMaster@cardinalhealth.com
EDI		
Who should I contact to be set up on the core EDI transactions?	EDI Implementation	Contact your Global Sourcing Manager and they will open a task for EDI. An EDI implementer will then contact you to set up your implementation.
I am having trouble with EDI transmissions.	EDI	GMB-MCG-IT-Ecommerce@cardinalhealth.com
Freight		
How can we get a copy of your freight policy and/or guidelines?	Vendor Compliance	GMB-MCG-Vendor-CarrierCompliance@cardinalhealth.com
How can we get a copy of the Cardinal Health Routing Request form?	Shipment Control	GMB-MCG-USD-Shipment-Control@cardinalhealth.com
Inventory management		
Pricing or quantity is wrong on my purchase order.	Supply Chain	GMB-Supplychain-Purchasing@cardinalhealth.com
Product data management		
Who do I contact if I have concerns about product acquisition cost, UOM and component changes?	Global Sourcing	GMB-Presource-SourcingOps@cardinalhealth.com
How do I dispute a pricing discrepancy notice?		
Product recalls		
Who do I contact regarding a product recall?	Quality and Regulatory Affairs	GMB-FieldCorrectiveAction@cardinalhealth.com
Quality and regulatory affairs (QRA)		
How do I report product revisions or changes?	Quality and Regulatory Affairs	GMB-MCG-Presource-Co@cardinalhealth.com GMB-Item_Maintenance_Medical@cardinalhealth.com
Who do I contact to provide manufacturer information or changes? (manufacturer name, address, FDA regulatory pathway data, FDA medical device listing number, National Drug Code number, FDA product code, country of origin and FDA facility registration number, etc.)		
Presource® Product shipping and packaging		
What are the requirements for Presource® Products shipped to kitting operations?	Global Sourcing	Contact your Global Sourcing Manager. If you don't know who your Global Sourcing Manager is, contact GMB-NBMEDSOURCING@cardinalhealth.com
Supplier cost contracts		
Where should I send inquiries about customer contract information? (materials, pricing, etc.)	Supplier Cost Contracts	GMB-medicalpricingservices@cardinalhealth.com
Where do I send a customer contract notification or make changes to an existing contract?		medicalagreements@contracts.cardinalhealth.com
Trace sales		
I would like to change my trace sales format.	Global Sourcing	Contact your Global Sourcing Manager. If you don't know who your Global Sourcing Manager is, contact GMB-Presource-SourcingOps@cardinalhealth.com
I believe sales are missing for a material and/or a customer.		

Accounts Payable

Contact information

GMB-FSSW-SupplierRequest@cardinalhealth.com

800.903.6343, Option 1

Department responsibilities

- Open invoice resolution
 - Review monthly statements (Excel format preferred)
- Product shortage dispute resolution
 - Provide quantity discrepancy notifications (email preferred)
 - Review proof of delivery documentation
 - Collaborate with distribution centers and Global Sourcing
- Pricing dispute resolution
 - Accounts Payable is not responsible for approving pricing discrepancy repayments; for pricing disputes please contact our Product Database Management team at GMB-DUB-MedicalDatabase1@cardinalhealth.com
- Approvals received are processed within 48 hours
- Freight and other fees dispute resolution
 - Provide freight deduction notifications (email preferred)
 - Review contract terms
 - Collaborate with Shipment Control and Global Sourcing
- Cash discount dispute resolution
 - Review claims
 - Provide status of each claim
- Return deduction dispute resolution
 - Provide return deduction notifications (email preferred)
 - Review return deduction claims
 - Collaborate with distribution centers
 - Provide proof of return as necessary

Department policies and requirements

- Payment terms less than 20 days submission of invoices via EDI strongly recommended
- Notice of credit hold required (minimum five days)
- Disputes should be sent to GMB-FSSW-SupplierRequest@cardinalhealth.com
- Aged items greater than two years will not be reviewed

Frequently asked questions

How often are payments sent?

Daily, except weekends and holidays

When is the deduction notice sent?

Immediately after a deduction is processed

When is an invoice paid?

On or prior to the due date based on contractual terms

Where should I send my invoice?

Invoice copies should be sent directly to the invoice processing team at GMB-FSSW-MedicalInventoryIP@cardinalhealth.com

Acronyms and definitions

P01 — Pricing variance deduction

POD — Proof of delivery

POR — Proof of return

Q01 — Quantity variance deduction

RGA — Returned goods authorization

Special charges — Freight, minimum order, tax, pallet, rush shipment, restocking fee, misc.

Reasons suppliers might contact this department

- Past due invoice
- Need RGA information
- Fees not paid per contract
- Unearned cash discount
- Submitting POD for product shortage
- Payment not received
- Remit-to address has changed
- Not receiving notifications of deductions via email

Forms/documents this department may request from a supplier

- Statement
 - Excel statement preferred
- Cash discount claim
 - Excel file preferred
- Proof of delivery
 - Packing list
 - Bill of lading
 - Delivery receipt with signature by Cardinal Health
- Credit memos
 - Must be submitted to GMB-FSSW-SupplierRequest@cardinalhealth.com
 - EDI credit memos cannot be accepted

Forms/documents a supplier may need to request from this department

- Proof of return
 - Submit dispute via email to GMB-FSSW-SupplierRequest@cardinalhealth.com
- Duplicate copy of a remittance
 - Send email to GMB-FSSW-SupplierRequest@cardinalhealth.com
- Duplicate copy of a deduction notice (quantity, pricing, freight, miscellaneous, etc.)
 - Send email to GMB-FSSW-SupplierRequest@cardinalhealth.com

Accounts Payable — Presource®

Contact information

GMB-FSSW-PresourceDirectAP@cardinalhealth.com

800.903.6343, Option 3

Department responsibilities

- Open invoice resolution
 - Review monthly statements (Excel format preferred)
- Product shortage dispute resolution
 - Provide quantity discrepancy notifications (email preferred)
 - Review proof of delivery documentation
 - Collaborate with distribution centers and Global Sourcing
- Pricing dispute resolution
 - Accounts Payable is not responsible for approving pricing discrepancy repayments; for pricing disputes please contact GMB-Presource-SourcingOps@cardinalhealth.com
- Approvals received are processed within 48 hours
- Freight and other fees dispute resolution
 - Provide freight deduction notifications (email preferred)
 - Review contract terms
 - Collaborate with Shipment Control and Global Sourcing
- Cash discount dispute resolution
 - Review claims
 - Provide status of each claim
- Return deduction dispute resolution
 - Review return deduction claims
 - Collaborate with distribution centers
 - Provide proof of return as necessary

Department policies and requirements

- Payment terms less than 20 days submission of invoices via EDI strongly recommended
- Notice of credit hold required (minimum five days)
- For general Presource® inquires and concerns, please email GMB-FSSW-PresourceDirectAP@cardinalhealth.com
- Aged items greater than two years will not be reviewed

Frequently asked questions

How often are payments sent?

Monday through Thursday except weekends and holidays

When is the deduction notice sent?

Immediately when a deduction is processed

When is an invoice paid?

On or prior to the due date based on contractual terms

Where should I send my invoice?

Invoice copies should be sent directly to the Presource® Invoice Processing team at GMB-AP-PresourceIP@cardinalhealth.com

Acronyms and definitions

POD — Proof of delivery

POR — Proof of return

RGA — Returned goods authorization

Special charges — Freight, minimum order, tax, pallet, rush shipment, restocking fee, misc.

Reasons suppliers might contact this department

- Past due invoice
- Need RGA information
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Forms/documents this department may request from a supplier

- Statement
 - Excel statement preferred
- Cash discount claim
 - Excel file preferred
- Proof of delivery
 - Packing list
 - Bill of lading
 - Delivery receipt with signature by Cardinal Health
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- Duplicate copy of a remittance
 - Send email to GMB-FSSW-PresourceDirectAP@cardinalhealth.com
- Duplicate copy of a deduction notice (quantity, pricing, freight, miscellaneous, etc.)
 - Send email to GMB-FSSW-PresourceDirectAP@cardinalhealth.com

Chargebacks

Contact information

GMB-ALB-USH-Vendor-Rebates@cardinalhealth.com

Department responsibilities

- Chargeback deductions are systematically and automatically generated
- Receive, research and reconcile chargeback discrepancies
- Answer chargeback-related questions
- Close open chargeback balances

Department policies and requirements

- Distribution agreement
- Medical chargebacks process overview
- Supplier price change and notification policy

Frequently asked questions

What is a chargeback settlement invoice?

A check reference that reflects a chargeback deduction

How do I get a listing of chargebacks requested?

Supplier chargeback details are available on the Supplier Portal:
<https://medsupplierportal.cardinalhealth.com/irj/portal>

How are chargebacks calculated?

For a contracted sale, a chargeback is calculated as the acquisition cost (cost of goods to Cardinal Health) minus the customer's contract cost.

- Cardinal Health utilizes the acquisition cost loaded in our system on the customer order date.

Acronyms and definitions

CDT — Chargeback discrepancy tool

CHBK — Chargeback

Discrepancy — Denial

Drop ship order — Customer places an order, item not in inventory, Cardinal Health orders from the supplier, supplier delivers to customer

Output resolution — A report that provides the resolution of the denial lines worked

Rebate — Chargeback

Resubmit — Denial returned to the supplier as valid

RJ — Reject

Other information

There are two format options by which Cardinal Health can send chargeback data to suppliers: a CSV file posted to the Supplier Portal, and via the EDI 867 transaction. If you are interested in receiving these data, please contact your Global Sourcing Manager or email GMB-NBMEDSOURCING@cardinalhealth.com

Reasons suppliers might contact this department

- Chargeback questions
- Chargeback discrepancy questions
- Explanation of output resolution communication and form
- Explanation of the chargeback portion of the check or remittance

Forms/documents this department may request from a supplier

Chargeback denial form — Excel spreadsheet is required to deny a chargeback and must include the following:

- Required fields
 - Invoice (bill) number
 - Invoice (bill) item number
 - Variance (denied amount or additional credit offered)
 - Cardinal Health extended chargeback amount
 - Cardinal Health/supplier material number
 - Error/reason code conforming to the list of industry standard 849 error codes and descriptions
- Using this format will prevent errors when loading your discrepancy files into the chargeback discrepancy tool.

Forms/documents a supplier may need to request from this department

- Chargeback denial format
 - Send an email to GMB-ALB-USH-Vendor-Rebates@cardinalhealth.com to request this document.
 - **Note:** Chargeback denials must be submitted within 90 days of deduction (unless otherwise specified in supplier distribution agreement) to GMB-ALB-USH-Vendor-Rebates@cardinalhealth.com in an acceptable format with the required information.

Chargebacks — Presource®

Contact information

GMB-Presource-Chargebacks@cardinalhealth.com

Department responsibilities

- Chargeback deductions are systematically and automatically generated
- Generate chargebacks (aka rebates) and provide supporting chargeback details (via Excel)
- Receive, research and reconcile chargeback discrepancies
- Answer chargeback-related questions
- Close open chargeback balances

Department policies and requirements

- Distribution agreement
- Supplier Price Change Notification Policy (can be accessed through Supplier Portal account)

Frequently asked questions

What is a chargeback settlement invoice?

A check reference that reflects a chargeback deduction

How do I get a listing of chargebacks requested?

Supplier chargeback details are sent to suppliers via email by the seventh business day of each month.

How are chargebacks calculated?

For a contracted sale, a chargeback is calculated as the acquisition cost (cost of goods to Cardinal Health) minus the customer's contract cost.

- Cardinal Health utilizes the acquisition cost and contract cost loaded in our system on the customer order date.

Acronyms and definitions

CDT — Chargeback discrepancy tool

CHBK — Chargeback

Discrepancy — Denial

Drop ship order — Customer places an order, item not in inventory, Cardinal Health orders from the supplier, supplier delivers to customer

Output resolution — A report that provides the resolution of the denial lines worked

Rebate — Chargeback

Resubmit — Denial returned to the supplier as valid

RJ — Reject

Other information

Cardinal Health™ Presource® sends chargeback data to suppliers in Excel format via email on a monthly basis. If you are interested in receiving these data, please contact your Sourcing Manager or email GMB-NBMEDSOURCING@cardinalhealth.com

Reasons suppliers might contact this department

- Chargeback questions
- Chargeback discrepancy questions
- Explanation of output resolution communication and form
- Explanation of the chargeback portion of the check or remittance

Forms/documents this department may request from a supplier

Chargeback denial form — Excel spreadsheet is required to deny a chargeback and must include the following:

- Required fields
 - Invoice (bill) number
 - Invoice (bill) item number
 - Invoice (bill) date
 - Kit number
 - Component volume
 - Unique line number
 - Variance (denied amount or additional credit offered)
 - Cardinal Health extended chargeback amount
 - Cardinal Health/supplier material number
 - Error/reason code conforming to the list of industry standard 849 error codes and descriptions
- Using this format will prevent errors when loading your discrepancy files into the chargeback discrepancy tool.

Forms/documents a supplier may need to request from this department

- Chargeback denial format
 - Send an email to GMB-Presource-Chargebacks@cardinalhealth.com to request this document.
 - **Note:** Chargeback denials must be submitted within 90 days of deduction (unless otherwise specified in supplier distribution agreement) to GMB-Presource-Chargebacks@cardinalhealth.com in an acceptable format with the required information.

Electronic Data Interchange (EDI) Implementation

Contact information

Toll free contact: 800.488.3726, Option 3

New EDI setup, changes to an existing EDI set up, supplier acquisitions/moves related to EDI: your Sourcing Manager or GMB-NBMEDSOURCING@cardinalhealth.com

Post EDI implementation questions or issues:
gmb-mcg-it-Ecommerce@cardinalhealth.com

Department responsibilities

- Implement suppliers on EDI
- Change or update EDI transactions for suppliers
- Research and resolve EDI cases opened by call center, suppliers and other Cardinal Health teams
- Refer suppliers to other Cardinal Health teams as required

Department policies and requirements

- MED810.pdf — Technical specifications for EDI 810
- MED845.pdf — Technical specifications for EDI 845
- MED850.pdf — Technical specifications for EDI 850
- MED855.pdf — Technical specifications for EDI 855
- MED856.pdf — Technical specifications for EDI 856

Frequently asked questions

What are common details to know for the 850?

- Cardinal Health PO numbers are 10 digits long.
- Drop ships begin with "42".
- A HIN number is provided, when available, in the N1_ST_04.
- The Cardinal Health ship-to value is always provided in the REF*CR.
- On drop ship POs, the customer's original PO is present in the REF*CO segment and must be present on the packing list.
- Our mutual customer uses the original customer PO to route product correctly, reducing customer returns.
- Stock POs begin with "45".
- The Cardinal Health medical region/DC list is provided and may be useful in building a cross-reference to the four-digit value present in the N1_DB_04 element.

My company cannot directly send EDI to Cardinal Health. Is there another solution?

Cardinal Health welcomes our suppliers to use, and is currently transacting with, any of several market options offering third-party EDI solutions.

Supplier should contact the following third-party EDI providers of their choice:

SPS Commerce: 888.739.3232

True Commerce: 888.430.4489

GHX: 1.800.968.7449

Liaison: 800.346.6703

Acronyms and definitions

EDI — Electronic data interchange

EDI 810 — Invoice

EDI 845 — Supplier cost contracts

EDI 850 — Purchase order

EDI 855 — Purchase order acknowledgement

EDI 856 — Advance ship notification

Locations

Juarez, Mexico Plant

1320 Don Haskins, Suite 5

El Paso, TX 79936 USA

005146311H 55

Don Haskins Plant

1320 Don Haskins, Suite 7

El Paso, TX 79936 USA

005146311H 57 — Plant 7

Juarez, Mexico COE

1320 Don Haskins, Suite 8

El Paso, TX 79936 USA

005146311H 58 — Plant 8

Reasons suppliers might contact this department

- New EDI setup
- Changes to an existing EDI setup
- Supplier acquisitions and moves related to EDI
- Post-implementation questions or issues

Forms/documents this department may request from a supplier

- Medical supplier setup form
- AS2 setup form if applicable
- EDI technical specifications/mappings

Forms/documents a supplier may need to request from this department

- SCAC Code.xls — useful for implementing the EDI 856 transaction. This file is posted on the Supplier Portal: medsupplierportal.cardinalhealth.com/irj/portal

Electronic Data Interchange (EDI) Implementation — Presource®

Contact information

Toll free contact: 800.488.3726, Option 3

New EDI setup, changes to an existing EDI set up, supplier acquisitions/moves related to EDI: your Sourcing Manager or GMB-NBMEDSOURCING@cardinalhealth.com

Post EDI implementation questions or issues:
gmb-mcg-it-Ecommerce@cardinalhealth.com

Department responsibilities

- Implement suppliers on EDI
- Change or update EDI transactions for suppliers
- Research and resolve EDI cases opened by call center, suppliers and other Cardinal Health teams
- Refer suppliers to other Cardinal Health teams as required

Department policies and requirements

- MED810.pdf — Technical specifications for EDI 810
- MED845.pdf — Technical specifications for EDI 845
- MED850.pdf — Technical specifications for EDI 850
- MED855.pdf — Technical specifications for EDI 855
- MED856.pdf — Technical specifications for EDI 856

Reasons suppliers might contact this department

- New EDI setup
- Changes to an existing EDI setup
- Supplier acquisitions and moves related to EDI
- Post-implementation questions or issues

Forms/documents this department may request from a supplier

- Medical supplier setup form
- AS2 setup form if applicable
- EDI technical specifications/mappings

Frequently asked questions

What are common details to know for the 850?

- Cardinal Health PO numbers are six digits long.
- A HIN number is provided, when available, in the N1_ST_04.
- GS02/03 values are as follows: CS850 purchase order, CS855 order acknowledgement, CS856 advanced shipment notification, CS810 invoicing.
 1. The N1 segment must match exactly to what is received for the EDI 850 and returned on the EDI 810:
 - N1*ST*Custom Sterile Products - Juarez*92*005146311H 55~ Sent on 850
 - N1*ST*Cardinal Health-Presource® -Juarez*92*005146311H 55~ Sent back on 810
 2. The EDI 856 requires that all materials provided must include lot/serial tracking information.

My company cannot directly send EDI to Cardinal Health. Is there another solution?

Cardinal Health welcomes our suppliers to use, and is currently transacting with, any of several market options offering third-party EDI solutions.

Supplier should contact the following third-party EDI providers of their choice:

SPS Commerce: 888.739.3232

True Commerce: 888.430.4489

GHX: 1.800.968.7449

Liaison: 800.346.6703

Acronyms and definitions

EDI — Electronic data interchange

EDI 810 — Invoice

EDI 850 — Purchase order

EDI 855 — Purchase order acknowledgement

EDI 856 — Advance ship notification

National Brand Strategic Sourcing

Department responsibilities

- Distribution Services Agreements (DSA)
 - National Brand Strategic Sourcing has responsibility for negotiating, implementing and maintaining terms and conditions within distribution services agreements with suppliers
- Medical distribution reporting services:
 - Ad-hoc reporting — Additional fees will apply
 - Trace sales (EDI 867) — Provides all contracted and non-contracted sales billed to an end user customer Available via EDI 867. Additional fees will apply
 - Inventory/stock status (EDI 852) — Provides the stock on hand at Cardinal Health distribution centers. Available via EDI. Additional fees will apply
 - Premium Data Services (PDS) — Monthly data package that includes a variety of supply chain visibility and planning data points around material velocity, inventory stocking levels, customer volumes and service levels and forecasting of customer sales and planned orders from Cardinal Health (see page Premium Data Services for more information). A PDS program fee will apply
- Medical EDI non-compliance policy
 - Track EDI transmission utilization, accuracy and potential non-compliance fees as applicable
- Performance management
 - Supplier scorecard — Designed to capture key performance indicators, drive efforts to streamline processes for our business partners and improve end-customers' experience. Cardinal Health focuses on metrics such as supplier service level, on-time delivery, EDI data utilization, lead time variation and many others. The Scorecard identifies key areas of opportunity that may be driving low performance or scores in key metrics. Supplier scorecards are distributed via email on a monthly basis and may be discussed with the supplier's designated Inventory Management Buyer or Global Sourcing Manager

Department policies and requirements

- Distribution services agreement
 - Including but not limited to: Product prices, payment terms, freight terms, format and cadence of chargeback and trace sales files, shelf-life/dating expectations, EDI compliance requirements, service-level performance expectations and product returns policies
- Compliant in core EDI transactions
 - 855 — Purchase order acknowledgement
 - 850 — Purchase order
 - 856 — Advance ship notice
 - 810 — Invoice
 - 845 — Customer contracted pricing

Prompt-pay discount

Distributors usually hold, on average, approximately one month of inventory for any given supplier. This means the supplier will have full payment in hand for the inventory 30 days sooner than if they were selling that same lot of inventory directly to the customer.

By expediting payment to suppliers in this manner, Cardinal Health is creating incremental favorable cash flow for the supplier. Accordingly, we require a prompt pay discount to compensate us for the value this creates for the supplier at our expense.

Distribution services fee

Identical to the downstream value a customer receives by consolidating all of their procurement, accounts payable and contracting through a distributor, a supplier receives the upstream value of "reverse distribution" by consolidating shipping, contracting and accounts receivable activity into one account.

By consolidating these activities through distribution versus servicing all individual accounts directly, you as a supplier gain efficiency (shipping LTL and full truckload versus small parcel, fewer dedicated employees to administrative duties, etc.) which translates into financial savings. Cardinal Health requests compensation for the costs we mitigate on your behalf while leaving incremental value and incentive for you to utilize our distribution channel.

Tracings fee

The sales data shared by Cardinal Health with our suppliers can be used for many market analysis purposes: Sales forecasting, pricing analysis, targeting and benchmarking, inventory management and product marketing and management. Similar market intelligence is actually sold by third-party companies as a unique product/service offering.

Accordingly, as you protect your product specifications and expect appropriate compensation from customers for your product, Cardinal Health requires fair compensation for sharing our proprietary channel share data.

National Brand Strategic Sourcing, cont.

Frequently asked questions

Medical distribution reporting

I wish to learn more about EDI 852 capabilities. Who do I contact to get additional informant and applicable fees?

Please contact your Global Sourcing Manager.

I wish to get my trace sales through EDI. Who do I contact to get the format changed?

Please contact your Global Sourcing Manager for all format change questions.

I believe sales are missing for a material and/or a customer. Who do I reach out to regarding this issue?

Please provide an example of a missing sale (either a customer purchase order number or end-customer invoice number) to your Global Sourcing Manager.

I am having trouble with the EDI 867 transmission.

Who do I reach out to in order to get this fixed?

Please contact GMB-MCG-IT-Ecommerce@cardinalhealth.com to get this fixed.

EDI noncompliance fees

How do I get backup documentation on how EDI non-compliance fees were calculated?

Backup documentation will be posted on the Medical Supplier Portal ahead of fee deduction. Any questions should be directed to your Global Sourcing Manager.

How do I know which period of time an EDI non-compliance fee was assessed for?

The EDI non-compliance fee will be referenced on your invoice as EDIFYxxxx, which is the Cardinal Health fiscal year and period of time that the EDI compliance was evaluated for compliance.

Who do I contact if I have questions regarding the EDI Compliance Policy?

Your Global Sourcing Manager

Who do I contact if I believe my company was compliant and was charged an EDI noncompliance fee in error?

Your Global Sourcing Manager

Who should I contact to be set up on the core EDI transactions?

Contact your Global Sourcing Manager and they will open a task for EDI. An EDI team member will then contact you to set up your implementation.

Acronyms and definitions

EDI — Electronic data interchange

DSA — Distribution service agreement

GSM — Global Sourcing Manager

Reasons suppliers might contact this department

- Updates regarding company name, address or contact information
- Questions regarding the distribution services agreement
- Questions regarding EDI compliance

Forms/documents this department may request from a supplier

- Any questions regarding missing tracing or EDI disputes will require an example of the inquired data.
 - If a specific customer, material, EDI transaction is questioned, Global Sourcing will require documentation of the missed data point in order to perform appropriate research.
 - If a specific customer and/or material is questioned as missing from the tracings, Global Sourcing will require documentation of the missing sale in order to perform appropriate research.

Inventory Management

Contact information

GMB-MCG-MPSPurchasing@cardinalhealth.com

Department responsibilities

- Administer purchase orders
 - PO creation and problem resolution
 - PO transmission issues
 - PO quantity issues
 - PO output determinations
- Ensure integrity of material records
 - Buy night alignment
 - Supplier master fields
- Holiday planning
 - Ensuring buy night changes/additional inventory increases are communicated to suppliers
- Supplier's central point of contact regarding purchasing and inventory
 - Interact with suppliers, regional inventory teams and customer service on supply chain and inventory operation policies
- Back-order information
 - Manage back-order information flow from suppliers
- Support replenishment contracts
 - Adjust PO to reflect correct contact guidelines
 - Review PO to ensure consistency with forecasts
- Support specialty tasks
 - Product allocation
 - DC moves/closures

Acronyms and definitions

Base/VL — Base distribution center/ValueLink® Services distribution center

DC — Distribution center

DIOH — Days inventory on hand

IOA — Inventory operations analyst

KRED — Supplier ID number

MBO — Manufacturer back-order

NIA — New item add

OUM — Order unit of measure

PO — Purchase order

SL — Service level

Reasons suppliers might contact this department

- Not receiving purchase orders
- Purchase order pricing incorrect
- Buy nights not aligned with supplier order processing/shipping
- PO quantity incorrect (unit of measure)
- Holiday order processing change
- Plant supplying change
- Lead time change
- Pharmacy license issue
- Back-order information (national and regional)
- Request to resend PO
- Truck refused at distribution center

Forms/documents this department may request from a supplier

- Buy night alignment
 - Cardinal Health buy nights by DC/material to ensure orders are processed in alignment of lead time
- Lead times
 - PO lead time from PO generation to material being received on dock at Cardinal Health distribution center
- Alignment file
 - Ensure material masters are in sync with supplier and Cardinal Health
- Holiday schedule
 - Detailed information regarding back-ordered materials, including expected release dates

Forms/documents a supplier may need to request from this department

- Contact GMB-MCG-MPSPurchasing@cardinalhealth.com to request an updated contact listing, updated field contact list, holiday buy calendar, purchase order listing or alignment file.

Discover the true state of your supply chain

Together, the suite of reports from **Cardinal Health™ Premium Data Services** can help provide the information you need to improve planning and operations, decrease lead times and — most importantly — track customer service levels.



Material forecast

Optimize manufacturing planning and inventory order quantities for more accurate and cost-effective manufacturing and operations with three-month order forecasting by material.



Material velocity

Understand material velocity with insights into the last three months of order volume.



Material service level

Understand the service level of each material by distribution offering. Improve product management with insights on product order volume and Cardinal Health customer service levels.



Average plant lead time

Gain deeper insights into your average lead times from PO-placed date to receipt date at each Cardinal Health distribution center. Proactively plan order receipt and shipping timelines to meet customer needs.



Customer service level

Get detailed insights into customer service level by customer and distribution offering for each of the last three months. Understand demand for your products by customer and how Cardinal Health serves them.



Average lead time by material and plant

Gain deeper insights into your average lead times for each material to Cardinal Health distribution centers. Proactively plan order receipt and shipping timelines to meet customer needs.



Inbound fill rate

Get a complete look into all POs by material and their fill rate for the prior month. Target the root cause of materials not shipped in full.



Average purchase order lead time

View purchase order lead times by material to the Cardinal Health network. Access a clear list of late POs and materials to pinpoint potential recurring misses.



Open purchase order

Understand cumulative open purchase orders at the end of each month. Manage expectations on how to fulfill POs.



Average material lead time

View actual versus expected lead time by material, along with each material's impact to overall lead time.



Inventory position

Manage your supply chain by understanding what inventory is on hand and where.



Sales by material and plant

View Cardinal Health sales by material out of each plant for the last three months.

Performance Plus™ Solution

Our featured suppliers. Your holistic solution.

The **Performance Plus™** Offering is designed to provide a balanced portfolio of products so that our customers can better serve patients. The program includes:

Optimized formulary

Strategic supplier relationships formed to provide **industry-leading products and advantageous GPO positioning**

Diverse suppliers

Products strategically sourced from a **broad array of suppliers**, so that together with our Cardinal Health™ Brand products, we can help cover up to **70% of our product spend customers**

Tenured suppliers

The average tenure for a participating supplier is **6.5 years**

Dedicated team

We have a team dedicated to working **closely with suppliers** in order to identify savings opportunities

Frequently asked questions

Which suppliers and/or product categories are a part of the portfolio?

Please follow [this link](#) to see our current Performance Plus™ Portfolio

Which customers have access to purchase Performance Plus™ Products?

Access to the Performance Plus™ formulary of products is available to customers with prime and secondary distribution agreements in the Acute and ASC class of trades.

How are certain suppliers chosen to participate in the Performance Plus™ offering?

Cardinal Health evaluates potential Performance Plus™ Participants by considering where we may need to fill a gap in the Cardinal Health™ Brand portfolio. One of our goals is to be able to cover up to 70% or more of a customer's product spend with a Cardinal Health™ Brand or Performance Plus™ product.

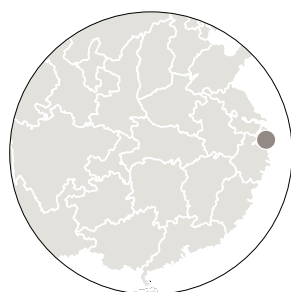
Consideration criteria for a Performance Plus™ Participant include:

- Complements the Cardinal Health™ Brand portfolio
- Product quality
- Go-to-market strategy
- Overall product category coverage
- GPO positioning
- Willingness to work through a distributor
- Distribution capacity
- Sales force makeup/clinical knowledge
- Supplier diversity

How are Performance Plus™ Products different from other national brand products?

Performance Plus™ Suppliers are national brand suppliers that have been strategically selected to complement the Cardinal Health™ Brand product offering. There is a dedicated Performance Plus™ team within the sourcing organization that continually builds and strengthens our relationships with these suppliers to ensure that our sales teams receive the support they need to close opportunities within our customer base.

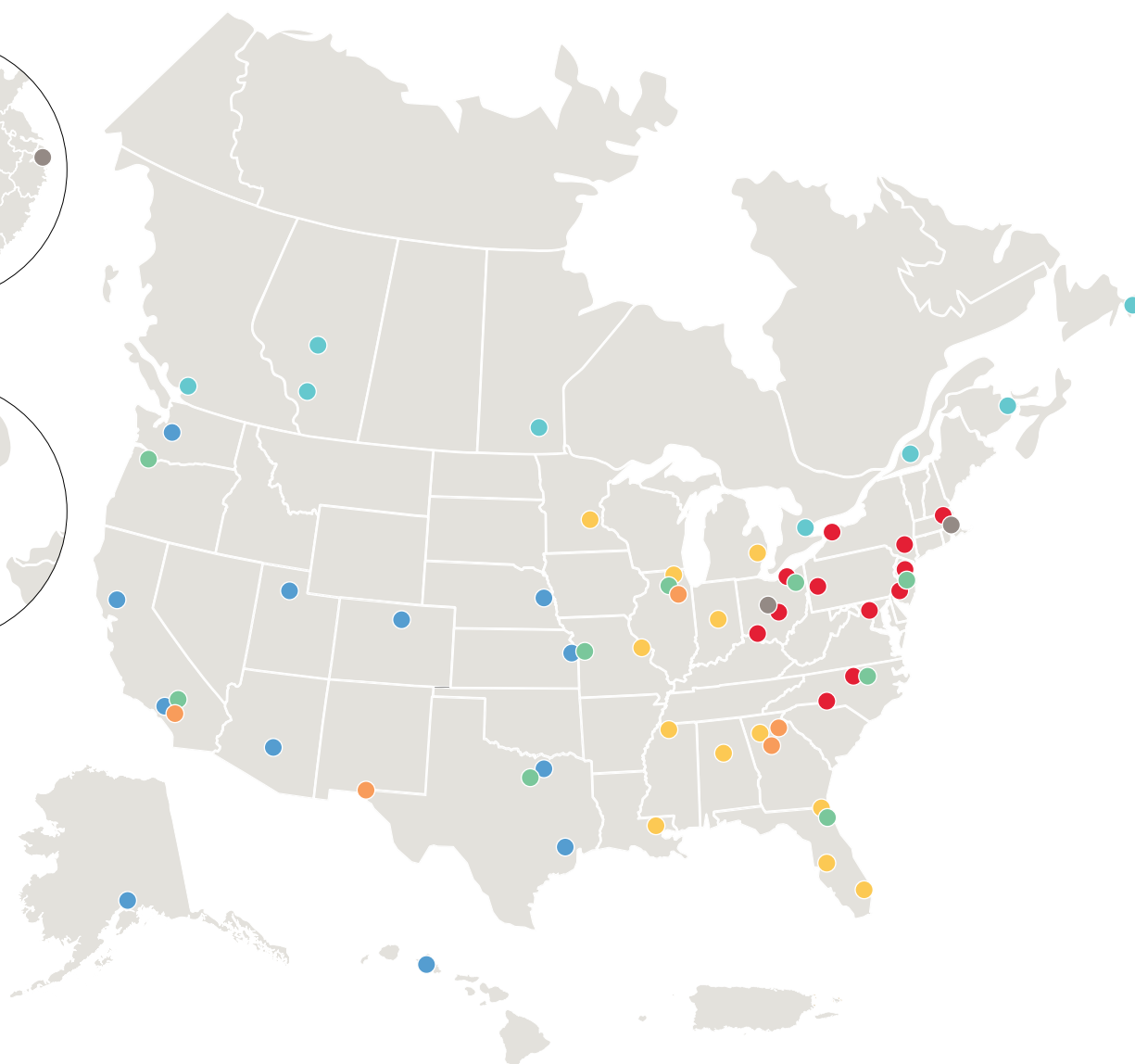
Cardinal Health Medical Distribution Centers



China



Singapore



Medical distribution facilities

● West

Fife, WA (Seattle)
Dixon, CA (Sacramento)
Ontario, CA
Chandler, AZ (Phoenix)
Salt Lake City, UT
Englewood, CO
Omaha, NE
Kansas City, KS (Overland Park)
Dallas, TX (Grand Prairie)
Houston, TX
Kapolei, HI
Anchorage, AK

● Central

Hammond, LA
Olive Branch, MS (Memphis)
Detroit, MI
Champlin, MN
Waukegan, IL (MWDC)
Earth City, MO (St. Louis)
Birmingham, AL
Tampa, FL
Weston, FL
Jacksonville, FL
Buford, GA (Atlanta)

● East

Montgomery, NY (NEDC)
Cincinnati, OH
Ohio Valley, OH
Solon, OH
DePew, NY (Buffalo)
Bedford, MA
Edison, NJ
Swedesboro, NJ
Baltimore, MD
Durham, NC
Charlotte, NC

● Canada

Calgary (Alberta)
Dorval (Quebec)
Edmonton (Alberta)
Mississauga (Ontario)
Moncton (New Brunswick)
Mount Pearl (Newfoundland and Labrador)
Winnipeg (Manitoba)
Burnaby (British Columbia)

● at-Home Warehouse

Cranbury, NJ
Durham, NC
Elgin, IL
Ft. Worth, TX
Gresham, OR
Jacksonville, FL
Kansas City, MO
Ontario, CA
Twinsburg, OH
Grove City, OH

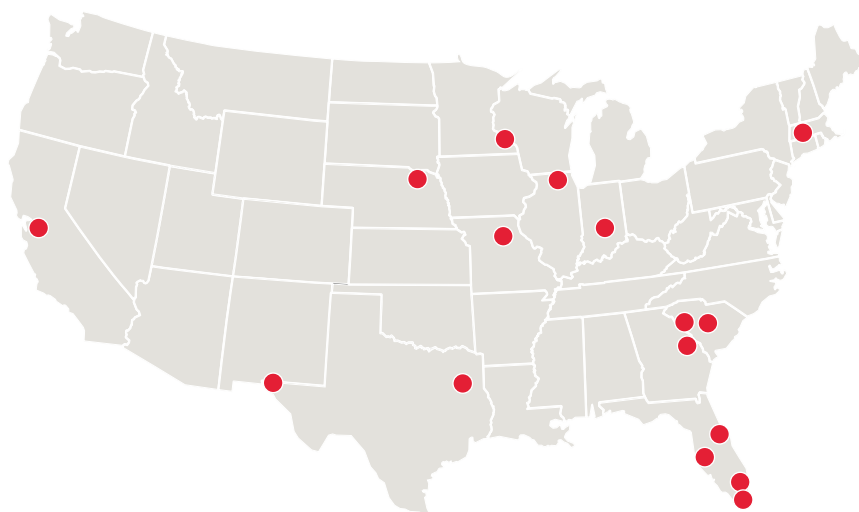
● Sourcing centers

Dublin, OH, USA
Mansfield, MA, USA
Shanghai, China
Singapore

● Replenishment centers

Riverside, CA
El Paso, TX
Channahon, IL
Jefferson, GA
Atlanta, GA
Montgomery, NY

Cardinal Health Global Manufacturing Centers



Global manufacturing centers

Asia

Fukuroi, Japan
Beseri, Malaysia
Gammatron, Thailand
Rayong, Thailand

Caribbean

Dominican Republic
Puerto Rico

Central America

San Jose, Costa Rica

Europe

Halberstadt, Germany
Tullamore, Ireland
Malta

North America

El Paso, TX
Norfolk, NE
Wabasha, MN
Chicopee, MA
Camden, SC
Greenwood, SC
Augusta, GA
Deland, FL
Tampa, FL

Jacksonville, TX
Gananoque, ON, Canada
Tijuana, Mexico
Juarez 1, Mexico
(Presource®)
Juarez 2, Mexico
(NSK COE)
Delicias, Mexico
Cuahutemoc 1, Mexico
(Mexico City)

Cuahutemoc 2, Mexico
(Chihuahua)

Product Data Management

Contact information

GMB-DUB-MedicalDatabase1@cardinalhealth.com

Department responsibilities

- New item add (NIA)
 - Product Data Management will contact suppliers to solicit product information in order to get product set up within the Cardinal Health system. Product Data Management will send suppliers a product information request form (PIRF) for completion, which includes all required product data attributes.
- Cost analysis review process (CARP)
 - Product Data Management will contact suppliers to solicit updated acquisition cost information in preparation for the new calendar year. **CARP begins each year on September 1 each calendar year.**
- Ongoing product data maintenance
 - Product Data Management works with internal and external customers, including suppliers, to verify and maintain high quality and accuracy pertaining to existing products within the Cardinal Health system.
- Debit or acquisition cost discrepancies
 - Product Data Management is accountable for researching and resolving discrepancies related to acquisition cost or units of measure.
- Discontinuation/reactivation

Department policies and requirements

- A fully completed PIRF and all associated quality and regulatory documentation (safety data sheet, packaging inserts, kit component lists) are required for all NIA requests.
 - Suppliers must submit a completed PIRF to Product Data Management within 48 hours from the time it was sent.
 - Only products initially requested on the PIRF will be set up. Suppliers should direct all requests to add additional products to a local sales representative or your Global Sourcing Manager.
- Suppliers are required to notify Product Data Management when a data attribute is changing. Supplier confirmation is required in advance of any data attribute changes within the Cardinal Health system (e.g., product discontinuation, packaging string and description changes). Failure to provide accurate product data or data attribute changes can result in significant discrepancies.
 - Changes to acquisition cost outside of the CARP process must adhere to the terms of the supplier's contract such as the advance notice requirement.
- Product Data Management will only accept supplier recognized units of measure. A change to units of measure or packaging string may result in a new Cardinal Health material number.

Frequently asked questions

How do I get a product line set up within the Cardinal Health system?

Contact your local Cardinal Health sales representative.

How do I submit a cost change to Cardinal Health?

Submit via email to GMB-DUB-MedicalDatabase1@cardinalhealth.com

How much time do I have to submit a completed PIRF?

Suppliers must submit a completed PIRF to Product Data Management within 48 hours from the time it was sent.

How much time do I have to respond to a maintenance request?

Suppliers must respond within 48 hours of a maintenance inquiry to ensure our mutual end customer is aware of any changes.

When is CARP?

CARP begins on September 1 of each calendar year.

Contact GMB-DUB-MedicalDatabase1@cardinalhealth.com for additional information.

How do I correct or submit changes to existing Cardinal Health products?

Email GMB-DUB-MedicalDatabase1@cardinalhealth.com to submit changes.

Acronyms and definitions

CARP — Cost analysis review process

DSTAT — Product discontinuation

NIA — New item add

PIRF — Product information request form

QRA — Cardinal Health Quality and Regulatory Affairs department

Product Data Management, cont.

Reasons suppliers might contact this department

- Units of measure validation
- Acquisition cost validation/changes
- Questions on the completion of a product information request form (PIRF)
- Description validation
- Discontinuation/reactivation
- Supplier material number changes
- Cost analysis review process (CARP)

Forms/documents this department may request from a supplier

- PIRF
 - Excel template that includes all required product data attributes needed for material creation within the Cardinal Health system
- QRA documentation
 - Safety data sheet, kit component list, packaging inserts
- CARP template
 - Used for submitting acquisition cost changes to Cardinal Health for existing product numbers
- Alignment file
 - Excel template used for validating all existing product data attributes between the Cardinal Health system and the supplier portfolio
- Discontinuation form
 - Excel template used for soliciting additional information on a supplier product discontinuation and replacement
- Kit revision form
 - Excel document used to solicit required data attribute information pertaining to a kit revision

Forms/documents a supplier may need to request from this department

- Please send an email to GMB-DUB-MedicalDatabase1@cardinalhealth.com for a CARP template or alignment file.

Quality and Regulatory Affairs (QRA)

Contact information

Facility licensing: licensure@cardinalhealth.com

Supplier licensing: GMB-Vendor-Licensing@cardinalhealth.com

Report distribution-related complaints to 800.964.5227

Department responsibilities

- Complaint investigations
 - With the goal of ensuring consistent product quality, reported distribution-related complaints are investigated and tracked.
 - Cardinal Health will pass supplier product-related complaints to the supplier for investigation.
- Supplier licensing
 - Responsible for validating that suppliers are properly licensed with the various state boards prior to procurement of prescription drugs and/or devices
 - Verifies the QRA product information sheet and that suppliers meet regulatory requirements
- Facility licensing
 - Responsible for maintaining various state licenses for Cardinal Health distribution centers
 - Manages requests for copies of state licenses
 - Suppliers may access Cardinal Health facility licenses at medicalpharmafacilitylicenseverification.cardinalhealth.com
- Product Quality
 - Performs a regulatory review of all new items added to the Cardinal Health master file. The regulatory documentation is requested at the time of each new item setup. This information is requested on the product information request form (PIRF).
 - Maintains regulatory documentation such as SDS (safety data sheet), IFU (instructions for use)/DFU (directions for use), 510k, etc.
 - Please contact: GMB-DUB-MedicalDatabase1@cardinalhealth.com
- FDA Country of Origin
 - The place of manufacture matching the country of the component manufacturing facility registration

Department policies and requirements

- Anti-diversion — supplier setup and controls for medical product distribution
- Medical product distribution requirements for QRA review of product additions and maintenance to the SAP/ECC material master
- Supplier verification process

Frequently asked questions

What is DSCSA?

The Drug Supply Chain Security Act (DSCSA) is a federal regulation that establishes legal safeguards for prescription drug distribution to ensure safe and effective pharmaceuticals. It is designed to discourage the sale of counterfeit, adulterated, misbranded and expired prescription drugs. "Control" is achieved through the verification of product tracing requirements consisting of transaction history, transaction information, transaction statements, product statements and product identifiers. DSCSA product suppliers must submit the information to be verified at www.fda.gov/drugs-supply-chain-integrity/drug-supplychain-security-acts.dscsa for each shipment.

Why do I need to be licensed?

Suppliers shipping prescription drugs and/or devices into certain states are required to be licensed as a manufacturer/wholesaler. If you ship these products to Cardinal Health please contact GMB-Vendor-Licensing@cardinalhealth.com if you have additional questions. You may also send updated license copies to this email address.

Acronyms and definitions

ADR — Authorized distributor of record

COO — Country of origin

DFU — Directions for use

IFU — Instructions for use

NIA — New item add

PDMA — Prescription Drug Marketing Act

PIRF — Product information request form

QRA — Quality and Regulatory Affairs

SDS — Safety data sheet

Quality and Regulatory Affairs (QRA), cont.

Reasons suppliers might contact this department

- Distribution-related complaint (report to 800.964.5227)
- Blocked purchase orders due to licensing
- Country of origin for government sales
- Product storage
- Hazardous material shipping requirements
- Cardinal Health facility licenses
- Drug Supply Chain Security Act (DSCSA) track and trace questions
- Setting up new products
- Other regulatory questions

Forms/documents this department may request from a supplier

- Component qualification questionnaire
 - Presource® suppliers must complete this component questionnaire before Presource® can authorize product for purchase and use within its sterilized convenience packs.
- NAFTA certificate of origin
 - All Presource® suppliers are required to complete and submit NAFTA certificate of origin.
- QRA product information sheet
 - Contains information that must be completed by our suppliers prior to setup to ensure regulatory compliance.
- Authorized trading partner template
 - Suppliers shipping prescription drugs or kits containing drugs must complete this template per DSCSA requirements. If providing DSCSA product to Cardinal Health, supplier must confirm how they will provide DSCSA transaction data.
- State-issued distribution licensure
 - Cardinal Health as a wholesale drug distributor is required to verify our suppliers are licensed properly in various states.

- Product information request form (PIRF)
 - The PIRF must be completed for all new product setups.
- Directions/instructions for use (DFU/IFU) and safety data sheets (SDS)
 - A directions for use (DFU) or instructions for use (IFU) document is provided along with a prescription medication or regulated medical device to provide additional information about that drug or device.
 - As of June 1, 2015, all MSDS must be converted to the standardized globally harmonized system (GHS) format now identified as a safety data sheet. Additional information can be obtained at www.osha.gov/dsg/hazcom/
 - **As of January 1, 2022, manufacturers and distributors should have available upon request the UN38.3 testing certificate for any lithium battery inside or packed with an item. Along with the lithium battery SDS or technical data sheet provided with the PIRF, a copy of the UN38.3 test certificate should also be provided at the same time. Visit www.phmsa.dot.gov for additional information.**
- Manufacturer's declaration indicating COO for products sold to Cardinal Health
 - The manufacturer's declaration is a document signed and completed by a supplier indicating the COO for items sold to the U.S. Government in order for Cardinal Health to comply with the Trade Agreements Act (TAA).

Forms/documents a supplier may need to request from this department

- QRA product information sheet
 - Email: GMB-Vendor-Licensing@cardinalhealth.com
- Suppliers' state-issued manufacturing or distribution licensure
 - Email: GMB-DUB-MedicalDatabase1@cardinalhealth.com
- Facility licenses
 - Email: licensure@cardinalhealth.com

Supplier requirements for Presource®

Products shipped to kitting operations

Contact information

Contact your Global Sourcing Manager.

If you don't know who your Sourcing Manager is, contact GMB-NBMEDSOURCING@cardinalhealth.com

Shipping Address

- Purchase orders will be delivered to one central address, identified by site specific suite location as noted below. Purchase orders will then be stocked and/or delivered by Cardinal Health to the appropriate facility location.

Juarez Mexico Plant	Don Haskins Plant	Juarez Mexico COE
1320 Don Haskins, Suite 5 El Paso, TX 79936 USA	1320 Don Haskins, Suite 7 El Paso, TX 79936 USA	1320 Don Haskins, Suite 8 El Paso, TX 79936 USA

- Please organize the delivery of facility purchase orders by pallet, making sure pallets are identified with the appropriate facility. Each pallet must contain only one facility.

Shipping documentation

- All inbound shipments must have a packing slip containing the following information: Supplier name, component number, purchase order number, quantity ordered/shipped, lot number, expiration date (if applicable) and FDA registration number by component. The lot number and expiration date information on the outside of the case must match the lot number and expiration date information.
- Lot numbers and expiration dates (as applicable) must be clearly labeled on the exterior case of product. There should be no handwritten lots or handwritten expiration dates.
- Part numbers and lot numbers shown on product case packaging must match to lot formats that would be identified under any recall activity. No pre-fixes, unnecessary date codes, timestamps or operator initials should be present with the lot.
 - Ex. A recall should not identify part # AB-1234, but the case label is AB1234.
 - Ex. A recall should not identify lot 123456, but the recall is issued for 22154-123456
- Updates to part numbers (format changes), manufacturing site, and/or significant component changes must be communicated to Cardinal Health to ensure requalification is not required.

Shipping configurations

- Product must be palletized. Floor loading and slip sheeting is not acceptable.
- Products that are shipped domestically within the U.S. but have a final destination outside the U.S. (e.g., Juarez, Mexico) must be loaded on pest control-treated pallets. The two most common methods of treatment are either heat or chemical treatment.
- Pallet specifications for racking and routing in plants are 48 x 40 x 4.5 in. There are three support runners (right, left and middle) with the full forklift opening on the 40 in. sides. The 48 in. side rails also need slight openings to allow forklift pickup for pinwheel loading.
- No product should extend beyond the standard pallet size.
- Pallets/loads should be built to ensure the safety of the associates loading and unloading the trailer, as well as the integrity of the product.

External packaging

- All product must be boxed in a gaylord or case.
- Ergonomics of handling the case should be considered when determining the final shape/size. Cases should not exceed 40 lbs.
- Brass/copper staples should not be used where possible.
- Avoid boxes where flaps are the same size, where flaps cover each other or if you can't fan fold the box.
- Gaylords should be of a standard size, not to exceed 27.5 in. for a total of 31 in. when combined with a standard pallet 40 x 48 x 27 in.

Packaging for contamination prevention

- All gaylords/cases must be lined (including sterile products).
- Packaging must be configured to ensure a contamination-free product and facilitate a contamination-free picking process.
- The liner must be long enough to be pulled up and extended beyond the edges of the flaps on an opened case.
- The liner and sub-lot packaging must be able to be closed and completely cover/contain the product, meeting the requirements for twist and tuck. Knots in the bag are a detriment. Twist ties or simply twisting and tucking is preferred.

Packaging for safety and efficiency

- Products should be presented in a safe manner. Practices for safe transportation and picking can include, but are not limited to: Rubber bands to secure instruments, instrument tips and secure needle cap designs.
- The sub-lot bag should have enough plastic to create a “handle” for ease of handling.
- Sub-lot quantities should be divisible by five for ease of picking.
- The count within sub-lots must be consistent and accurate. For example, a case of 1,000 eaches with five sub-lot bags is expected to have 200 eaches in each bag.
- Components should be stamped with part numbers whenever possible. Color coding by size or some other characteristic is a good secondary option.
- Bulk non-sterile is preferred whenever possible.

Frequently asked questions

What information is required in order for product to be properly received and processed?

- **Exterior packaging should include:** Component number, quantity per case, quantity per sub-lot, lot number, expiration date (if applicable) and FDA registration number (advanced notice needed when changing).
- **Packing lists must include:** Supplier name, component number, purchase order number, quantity ordered/shipped, lot number, expiration date (if applicable) and FDA registration number by component.
- The lot number and expiration date information on the outside of the case must match the lot number and expiration date information inside the case.

What methods are preferred for shipment notifications?

- Preference for information about a shipment are in the following sequence: 1) EDI, 2) ASN, 3) UDI compliant labeling on the case. Each of these methods provides a quality advantage over the next.

Inbound Shipment Control Center

Contact information

GMB-MCG-USD-Shipment-Control@cardinalhealth.com

Department responsibilities

- Freight authorization and carrier selection (LTL, PTL and truckload)
 - Supplier completes a routing request form, which provides the ship from and ship to information, ready to ship date, purchase order, freight class and number of cases, pallets and weight.
- LTL (less than truckload): Shipment Control Center provides authorization and tenders load to carry
- TL (truckload): Shipment Control Center provides authorization and carrier. Shipment Control Center contacts the carrier to coordinate the pickup and delivery. Carrier will contact shipper to confirm pickup date once delivery has been scheduled.
- Please note: Shipment Control only routes orders for collect suppliers. Cardinal Health pays the freight on orders routed by shipment control.
 - Shipment Control Center provides support to our internal and external customers — Sourcing Managers, Suppliers and Carriers. Approving expedited requests, coordinating truckload shipments, ensuring supplier compliance, etc.

Department policies and requirements

- Freight policy
- Routing request form (supplier required to complete for less than truckload, partial and truckload orders)
- Drop ship process 42XXXXXXX shipping to a customer is prepay and add the freight charges. Supplier accepts freight charge as prepaid and adds cost to the original merchandise invoice.
- FedEx parcel parameters (150 lbs. or less)
- Less than truckload, partial TL and truckload requirements: LTL, 8 pallets or fewer; TL, over 15 pallets

Frequently asked questions

What are the pallet and weight parameters for parcel, less than truckload and truckload?

Parcel: 150 lbs. or less

LTL (less than truckload): 8 pallets or fewer; less than 20,000 lbs.

PTL (partial truckload): 9-15 pallets; less than 30,000 lbs.

TL (truckload): more than 10 pallets; less than 45,000 lbs.

How can we get a copy of your freight policy and/or guidelines?

Contact the Shipment Control Center via email, GMB-MCG-USD-Shipment-Control@cardinalhealth.com or call 800.624.8201.

Can you provide us with a copy of the Cardinal Health routing request form?

Yes, contact the Shipment Control Center via email, GMB-MCG-USD-Shipment-Control@cardinalhealth.com or call 800.624.8201.

Who (supplier or SCC) contacts the LTL and truckload carrier to schedule a pick up?

The Shipment Control Center team contacts and coordinates the pickup for both LTL and full truckload shipments unless otherwise requested.

When will your Penske Fleet driver arrive for the customer pickup?

The Shipment Control team will contact the local fleet to confirm approximate date and time for customer pickup.

What is the authorization and billing procedure for drop ship orders?

Drop ship orders (42XXXXXXX) shipping to a customer of Cardinal Health do not require authorization from the Shipment Control Center. Supplier must select their most cost effective mode of transportation, then prepay and add the freight charges to the original merchandise invoice.

The freight charges were short-paid on my merchandise invoice; how do we get reimbursed?

If the freight charges are associated with a drop ship purchase order (42XXXXXXX) shipping to a customer, please send questions to: GMB-FSSW-SupplierRequest@cardinalhealth.com

If the freight charges are associated with a stock PO (45XXXXXXX) shipping to our DC or a Presource® PO shipping to one of our manufacturing locations (McGaw Park, Fort Mill, El Paso), please send questions to: GMB-MCG-Vendor-CarrierCompliance@cardinalhealth.com

Inbound Shipment Control Center, cont.

Reasons suppliers might contact this department

- Request authorization and carrier selection for supplier inbound to our distribution centers
- Request the Alaska/Hawaii shipping information
- Request a letter of re-consignment to reconcile a shipping error
- Request a letter of authorization to rebill Cardinal Health for freight charges

Forms/documents this department may request from a supplier

- Packing slips
 - Packing slips are completed by the shipper and are required to help reconcile freight exceptions.
- Routing request form
 - This is a Cardinal Health document the supplier is required to complete for the Shipment Control Center to authorize the supplier inbound freight.
- Letter of authorization
 - Due to a bill of lading or freight term discrepancy, the Shipment Control Center may request a letter of authorization from the supplier to resolve the exception.
- Freight term verification
 - The Shipment Control Center may request a document to verify the freight terms to ensure supplier compliance.

Forms/documents a supplier may need to request from this department

- To request the following documents, contact the Shipment Control Center via [email](mailto:GMB-MCG-USD-Shipment-Control@cardinalhealth.com)
GMB-MCG-USD-Shipment-Control@cardinalhealth.com
- Cardinal Health routing request form
- Letter of authorization or re-consignment
- Alaska/Hawaii letter

Vendor compliance

Freight policies and forms:

GMB-MCG-USD-Shipment-Control@cardinalhealth.com

Freight deduction and short payment disputes:

GMB-MCG-Vendor-CarrierCompliance@cardinalhealth.com

Department policies and requirements

- Freight policy
- Supplier compliance

Frequently asked questions

How can we get a copy of your freight policy and/or guidelines?

Please contact GMB-MCG-USD-Shipment-Control@cardinalhealth.com for a copy and/or guidelines.

The freight charges were short-paid on my merchandise invoice; how do we get reimbursed?

If the freight charges are associated with a drop ship purchase order (42XXXXXXX) shipping to a customer, please send questions to: GMB-FSSW-SupplierRequest@cardinalhealth.com

If the freight charges are associated with a stock PO (45XXXXXXX) shipping to our DC or a Presource® PO shipping to one of our manufacturing locations (McGaw Park, Fort Mill, El Paso), please send questions to: GMB-MCG-Vendor-CarrierCompliance@cardinalhealth.com

Acronyms and definitions

CPU allowance — Customer pick up, freight allowance suppliers assign for Cardinal Health picking up their orders

DC — Distribution center

LTL — Less than truckload

SCC — Shipment Control Center

TL — Truckload

Reasons suppliers might contact this department

- Reconcile a short payment or freight deduction related to a stock PO (45XXXXXXX) shipping to a Cardinal Health distribution center supplier freight term compliance FPA carrier freight bill
- Exceptions/reconciliation
 - Resolve carrier freight bill exceptions with supplier and carrier to ensure supplier/carrier compliance. Authorize and approve freight payback.
- Supplier freight term compliance/accounts payable/xerox/freight deduction/short payment resolution related to merchandise invoice
- Resolve and approve payback of freight deducted on the merchandise invoice. Vendor compliance researches and approves freight deductions associated with purchase orders shipping to our distribution centers only (45XXXXXXX).

Supplier Cost Contracts

Contact information

New customer contract requests or existing contract changes:
medicalagreements@contracts.cardinalhealth.com

Inquiries about contract, customer or material information:
GMB-medicalpricingservices@cardinalhealth.com

Department responsibilities

- Process all supplier notifications related to chargeback agreements
- Load supplier cost contracts and membership

Department policies and requirements

- Advanced notification policy: Suppliers to provide 45-day advance notice of any price changes or new contracts. Price changes or new contracts not received within 45 days are subject to non-compliance fees
- Supplier cost contract notification detail guidelines
- Submit supplier cost contract submissions or changes via EDI 845

New contracts (including renewals*)

Header	Supplier cost contract number	Required
	Previous supplier cost contract number (renewals only)	Required
	Unique supplier cost contract number for each GPO tier (GPO contracts only)	Required if applicable
	GPO contract number (GPO contracts only)	Required if applicable
	Tier information (GPO contracts only)	Required if applicable
	Base tier (LOP) — If all members of the GPO's roster are eligible for the supplier contract (no LOC required), the customer detail is not necessary. Inserting a note stating that the contract is LOP will help ensure accurate customer connections	Required if applicable
	Supplier contract start and end dates	Required
Customers	Customers (eligible end buyers or membership) include:	
	Customer name, address, city, state and ZIP code	Required
	Customer identifier (one per customer):	Required (one of the following below)
	GLN	Required if available
	HIN	Required if available
	UCC/EAN location code	Required if available
	GPO ID	Required if available
	Supplier customer number	Required if available
	Cardinal Health sold-to number	Required if available
	Start and end date for each customer listed	Required
Product	Manufacturer part number (product/material/item) information:	
	Product number	Required
	Product description	Required
	End customer contract	Required
	Corresponding unit of measure	Required
	Note: All of the above information must be provided if end-user price is sent for the products	Required
	Start and end dates for each product listed	Required

* Renewals are defined as a new supplier chargeback contract that is completely replacing an existing supplier chargeback contract — typically contains a new unique supplier chargeback contract number.

Supplier Cost Contracts, cont.

Change to existing contract

Customer updates

Header detail	Supplier cost contract number	Required
	GPO contract number (GPO contracts only)	Required if available
	Tier information (GPO contracts only)	Required if available
	Supplier cost contract start and end dates	Required
Customer	Provide specific customers (eligible end buyers or membership) include:	
	Customer name, address, city, state and ZIP	Required
	Customer identifier (one per customer):	Required (one of the following below)
	GLN	Required if available
	HIN	Required if available
	UCC/EAN location code	Required if available
	GPO ID	Required if available
	Supplier customer number	Required if available
	Cardinal Health sold-to number	Required if available
	Start and end date for each customer listed	Required
	No manufacturer product level detail is necessary	Optional

Product/material updates

Header	Supplier cost contract number	Required
	GPO contract number (GPO contracts only)	Required if available
	Tier information (GPO contracts only)	Required if available
	Supplier cost contract start and end dates	Required
Product	Manufacturer part number (product/material/item) information:	
	Product number	Required
	Product description	Required
	End customer contract cost	Required
	Corresponding unit of measure	Required
	Note: Same information must be provided if end-user price is sent for the products	Required if applicable
	Start and end dates for each product listed	Required
	No customer level detail is necessary	Optional

Supplier contract end date changes — Extension or expiration (termination or cancellation)

Header	Supplier cost contract number	Required
	GPO contract number (GPO contracts only)	Required if available
	Tier information (GPO contracts only)	Required if available
	Supplier cost contract start and new end date	Required
	Omit customer or manufacturer product level detail	Required

Supplier Cost Contracts, cont.

Frequently asked questions

Does the Cardinal Health Medical Segment require one group affiliation?

Yes

Where do I send my notifications?

Please send the notifications to:

medicalagreements@contracts.cardinalhealth.com

What is the turnaround time for the contract to be loaded so the customer can access it?

For an efficient and timely loading of cost contracts, we ask suppliers to send contracts electronically through the EDI 845 transaction. Under normal business circumstances, Cardinal Health consistently processes the EDI 845 contract and membership notifications within 24 hours.

Acronyms and definitions

Agreement — Internal record number for supplier cost contract

Base contract — Supplier cost contract that offered to all members of a GPO

Contract — Supplier cost contract number

Cost — Price offered on the contract that will be used to calculate the chargeback

Group — Chargeback contracts negotiated between the supplier and a group purchasing organization (GPO)

IDN — Integrated delivery network; facilities and providers working together to offer a continuum of care to a specific market or geographic area (e.g., Adventist Health System, Mayo Clinic Health System)

LOC — Letter of commitment, used to identify customers who have committed to specific contract terms

Local — Supplier cost contract locally negotiated between suppliers and customers

LOP — Letter of participation

Material — Manufacturer product — supplier merchandise offered on a chargeback contract

Price — Dollar amount offered on a chargeback contract to customer (end user)

Renewal — Supplier cost contract that is completely replacing an existing supplier cost contract; typically contains a new unique supplier cost contract number

Tier — Supplier cost contract that offers various levels of costs to customers who have signed a LOC

Reasons suppliers might contact this department

- Request to load a new or maintain an existing supplier cost contract

Forms/documents this department may request from a supplier

- Request for additional information
 - If any of the cost contract notification details are missing or more information is necessary to process a request, the Supplier Agreement Analyst will send a letter indicating what information is needed.
 - All pricing provided to Cardinal Health may not include terms and conditions other than pricing, tier information and contract start and end dates.

Forms/documents a supplier may need to request from this department

- EDI 845 technical map and business requirements
- Send an email to the Cardinal Health EDI team, GMB-MCG-IT-Ecommerce@cardinalhealth.com, and request information concerning sending contracts through an EDI 845 transaction. This team will provide the EDI 845 map and notify the EDI 845 business contact.

Supplier Diversity

Contact information

supplierdiversity@cardinalhealth.com

Department responsibilities

- Manage federal, state, local subcontracting process and compliance requirement with small and specified diverse business classifications
- Identify and vet diverse suppliers viable for Cardinal Health opportunities
- Support and develop SD solutions that enable sales teams to satisfy customers' supplier diversity requirements
- Collaborate with internal business partners to identify potential sourcing opportunities and promote process efficiencies
- Create diverse supplier solutions for public and private customer requirements
- Identify and align viable diverse businesses with enterprise sourcing pipeline
- Provide internal and external supplier diversity education, training and awareness

Frequently asked questions

How can I access a directory of Cardinal Health direct/indirect diverse businesses?

How does a business register its interest and capabilities as a diverse business?

What are the requirements for becoming a supplier to Cardinal Health?

What type of subcontracting plan does Cardinal Health have?

What types of diverse businesses are in scope for the Cardinal Health Supplier Diversity program?

What value does supplier diversity bring to Cardinal Health and its customers?

Does my company qualify as being a diverse supplier?

For answers to these questions, please contact
supplierdiversity@cardinalhealth.com

Other information

The Cardinal Health Supplier Diversity program is U.S.-based, meaning that supplier expenditures made outside of the United States cannot be reported toward federal subcontracting plan goals.

Supplier Registration Portal

cardinalhealth.com/supplierdiversity

Supplier Diversity, cont.

Acronyms and definitions

Attention All Cardinal Health Suppliers:

Cardinal Health is **required** to classify all suppliers as small or large and to validate any claims of diversity for the classifications below. This requirement is only applicable to businesses whose corporate headquarters is located within the United States and the ownership, operation and control is held by U.S. citizens. The following information is useful in determining your company's eligibility for certification in the following classifications. **Classifications with an asterisk indicator, require a third-party certification document.**

Small Business (Cardinal Health Affidavit required)	Definition: Must be a for-profit enterprise, is independently owned and operated, with its base of operation in the U.S., is not dominant in its field on a national basis and meets SBA size requirements as determined by NACIS code, average number of employees or average annual receipts. See the determination tool found at http://www.sba.gov/tools/size-standards
*Small Disadvantaged Business	Definition: Business must be at least 51% owned by one or more disadvantaged US Citizens whose net worth does not exceed \$1.32 million after applicable exclusions as defined in the Federal Acquisition Regulations (FAR) 13 CFR 124.104 (c)(2). In the case of a publicly owned business, at least 51% of the stock must be owned, managed, and controlled by one or more such individuals. For more information, Visit www.sba.gov for more information.
*HUBZone Business	Definition: Business must have its principal base of operation located in an Historically Underutilized Business Zone, with a minimum of 35% of the workforce residing in the HUBZone. For more information, visit http://www.sba.gov/hubzone
*Minority-Owned Business	Definition: Business must be at least 51% owned, operated and controlled by a US Citizen who can be classified in one of the following ethnic groups: Black American, Hispanic American, Asian American or Native American. For more information, visit www.nmsdc.org
*Women-Owned Business	Definition: Business must be at least 51% owned, operated and controlled by one or more females who are US Citizens. For more information, visit www.wbenc.org
*Veteran Owned/ Service-Disabled Veteran Owned Business	Definition: Business must be at least 51% owned and controlled by a Veteran/Service-disabled Veteran as defined by the Center for Veterans Enterprise (CVE). For more information, visit www.vetbiz.gov
*Alaskan Native Corporation	Definition: Business must be organized under the laws of the state of Alaska, in accordance with the Alaska Native Claims Settlement Act; determined as a Regional/ Village/Urban/Group Corporation and must be considered a minority and economically disadvantaged concern. For more information, visit www.sba.gov
*Native American	Definition: Businesses owned, operated, and controlled by Indian tribe, band, group, pueblo, or community, as defined in the Alaska Native Claims Settlement Act and recognized by the Federal Government as eligible for services from the Bureau of Indian Affairs.
*Physically Disabled Business	Definition: Business must be at least 51% owned, operated, and controlled by a person or persons with severe visible/non-visible physical and/or mental disabilities as substantiated by the business owner's physician or through third-party certifier, visit https://disabilityin.org/what-we-do/supplier-diversity/get-certified/#certification
*Ability One	Definition: Ability One is a federal program that supports individuals/entities qualified as nonprofit and afford employment and job skills opportunities for persons who are blind or have other significant disabilities. For more information, visit https://www.abilityone.gov/
*Lesbian Gay Bisexual Transgender	Definition: Businesses that is at least 51% owned, operated, and controlled, by a lesbian, gay, bisexual, or transgender person or persons as substantiated by a third-party certifier, and who are either U.S. citizens or lawful permanent residents. The principal place of business must also be headquartered in and formed as a legal entity within the U.S. For additional information, visit www.nglcc.org

Please refer to the Code of Federal Regulations (CFR), Title 13, subparts 121.410 and 121.411, for guidance on size standards and procedures regarding the Subcontracting Program. These regulations may be obtained on the Internet at <http://www.sba.gov/library/lawroom.html>

For more information regarding Cardinal Health Supplier Diversity, please visit our website - www.cardinalhealth.com/supplierdiversity, or contact the Supplier Diversity team via email at SupplierDiversity@cardinalhealth.com

Rev July 2022

Supplier Diversity, cont.

A. Business information

Company name		Tax/employer ID number	
Street address	City	State	Zip
Supplier diversity contact name		Title	
Email address	Phone		
Ethnicity of primary owner (51%+):			
☐ Caucasian	☐ African American	☐ Hispanic/Latino	☐ Asian American
☐ Asian Pacific	☐ Native American	☐ Other	

B. Business type and size information

Column 1: Check ONLY ONE option (A or B)

COLUMN 1	
A	Large Business (including non-profit)
B	Small Business*
Primary NAICS Code (visit www.naics.gov for info)	
Annual Sales Revenue:	
\$	
*To determine your small business status eligibility, you may:	
1. Visit http://www.sba.gov/tools/size-standards-tool?ms=fp to utilize their tool.	
2. Contact your local SBA office.	
3. Review the definitions for the above categories in the Federal Acquisition Regulation 19.7 or 52.219-8 (www.arnet.gov/far).	

Column 2: Check ALL APPLICABLE options

COLUMN 2	
☐	Minority-Owned Business
☐	Women-Owned Business
☐	Small Disadvantaged Business
☐	Veteran Owned Business
☐	Service-Disabled Veteran Owned Business
☐	LGBT Owned Business
☐	HUBZone Business
☐	Historically Black College/University (HBCU) or Minority Institution
☐	Alaskan Native Corporation
☐	Native American
☐	Physically Disabled Business Enterprise
☐	Ability One

C. Under 15 U.S.C. 645(d), any person who misrepresents its size/business status shall (1) be punished by imposition of fine, imprisonment, or both; (2) be subject to administrative remedies, including suspension and debarment; and (3) be ineligible for participation in programs conducted under the authority of the Small Business Act.

Signature

Date

*****INTERNAL USE ONLY*****

status has been verified by _____ as of _____
(classification) (tool) (date)

Supplier Portal

Contact information

- Supplier Portal IDs:
GMB-MedSupplierPerformance@cardinalhealth.com
- Supplier Portal technical assistance (password reset, account unlock, etc.): 866.300.4357, Option 5
- Supplier Portal url:
<https://medsupplierportal.cardinalhealth.com/irj/portal>

Department responsibilities

- Manage the Supplier Portal, an online tool used by medical product suppliers to view, update and download information.

Frequently asked questions

What is the preferred internet browser to use with the portal?

For the best Supplier Portal experience, we recommend using Internet Explorer version 8, 9 or 10.

Who do I contact for a portal ID?

Email GMB-MedSupplierPerformance@cardinalhealth.com with your request. You will be sent a user form to fill out with your contact information. Once you complete and send the form to the group mailbox, you will receive your portal ID and password within five business days.

Who do I contact for a portal password?

Call the Supplier Portal IT Department at 866.300.4357, Option 5.

Does the supplier master data maintenance allow the supplier to make changes to the supplier name? If not, what is the process to get the supplier name changed?

If your company name changes, please contact your Global Sourcing Manager. Any address or contact changes can be sent to GMB-MedSupplierMaster@cardinalhealth.com

Regarding postings on the work list, why would the Cardinal Health Portal not offer an option to send suppliers a "reminder" email when Cardinal Health posts to our portal access?

At this time, the functionality to send reminder emails does not exist within the application.

Will the Supplier Portal work with Macs?

At this time, the portal is supported only by using Internet Explorer or Chrome on a PC.

How do I make personnel contact changes?

Contact changes can be sent to GMB-MedSupplierMaster@cardinalhealth.com and GMB-NBMEDSOURCING@cardinalhealth.com

Acronyms and definitions

CARP — Cost analysis review process
CSV — Comma-separated values
DSA — Distribution service agreement
EDI — Electronic data interchange
GSM — Global Sourcing Manager

Standard documents you can find in the Supplier Portal:

- Training documents for suppliers
- Trace sales CSV files
- Chargeback CSV files
- Chargeback CSV header and descriptions
- EDI non-compliance details
- Supplier Portal self service password reset instructions

Cardinal Health information to suppliers

- Medical distribution contacts
- Medical distribution center (DC) addresses
- Agreement terms and conditions
- EDI policy
- Supplier price change and notification policy

Supplier-specific documents

- Chargeback detail CSV reports

Reasons suppliers might contact this department

- Medical Supplier Portal IDs, training and general questions
- Questions regarding data contained in (or available formats for) trace sales, inventory and chargeback reporting

Medical suppliers will use the Supplier Portal for the following:

- General Cardinal Health announcements and information, including the Supplier Guidebook
- Policies, procedures, forms
- Supplier Portal training documents
- Supplier master data maintenance — This tool queries the data set up in the Cardinal Health system and shows the supplier a current picture of our master data. The file should be used to periodically review supplier master data such as supplier contact information and recommend changes if inaccuracies are detected.
- Material master data alignment file — Creating the file compiles all material master data from the Cardinal Health system. The file should be used to periodically review material master data and recommend changes if inaccuracies are detected.
- Chargeback files — The CSV files are posted on the Supplier Portal.

Forms/documents a supplier may need to request from this department

Supplier Portal user form — Use this form to request user access to the portal and/or to change users. Contact GMB-MedSupplierPerformance@cardinalhealth.com to request this form.

Vendor Code of Conduct

Cardinal Health is committed to the highest standard of business ethics and integrity around the world. Our continued success depends on our employees, vendors and business partners acting with honesty and integrity while conducting business with or on behalf of Cardinal Health.

This Code of Conduct sets forth the basic requirements that all vendors, distributors, agents, suppliers, representatives and other business partners and their employees, directors, officers, agents, representatives and subcontractors (collectively referred to as "Vendors") must comply with to do business with Cardinal Health and its (direct or indirect) subsidiaries and affiliates (collectively referred to as "Cardinal Health").

Compliance with the law

All Cardinal Health Vendors must comply with all applicable local, state, federal and national laws and regulations of the jurisdiction in which they are doing business, specifically including, but not limited to, the laws and practices set forth below:

- **U.S. federal healthcare fraud and abuse laws.** Vendors must comply with all U.S. federal healthcare fraud and abuse laws, which generally prohibit persons from soliciting, offering, receiving or paying any compensation to induce someone to order or purchase items or services that are in any way paid for by Medicare, Medicaid or other federally funded healthcare programs. They also prohibit submitting or causing to be submitted any fraudulent claim for payment by the federal government.
- **Anti-corruption.** Vendors must comply with the anti-corruption laws of the countries in which they do business and with the United States Foreign Corrupt Practices Act ("FCPA"). Vendors may not make any direct or indirect payments or promises of payment to foreign government officials for the purpose of inducing that individual to use his/her position to obtain or retain business.
- **Import/export laws.** Vendors must comply with all applicable trade laws of the United States and any other nation relating to import/export matters. This includes timely provision of all information necessary to comply with import requirements of the United States or other countries of destination, and not exporting or re-exporting any information or products received from Cardinal Health to any proscribed country listed in the U.S. Export Administration Regulations. Vendors will state the country of origin on goods, packaging and invoices as well as provide proper documentation to support available free trade agreement claims.
- **Facility and supply chain security.** Vendors must maintain adequate security at all facilities and implement supply chain security procedures designed to prevent the introduction of non-manifested cargo into outbound shipments (e.g. drugs, explosives, bio hazards or other contraband) in alignment with the principles of the U.S. Customs and Border Protection's Customs-Trade Partnership Against Terrorism (C-TPAT) program. Vendors agree to provide required certification or security questionnaire responses related to C-TPAT. Additionally, each facility must have written security procedures and maintain documented proof of the adequate controls implemented to guard against introduction of non-manifested cargo.
- **Anti-counterfeiting.** In an ongoing effort to secure the supply chain from the dangers of counterfeiting, illegal diversion and theft of Cardinal Health products and products that Cardinal Health distributes on behalf of other manufacturers, Vendors must notify Cardinal Health immediately if they are offered the opportunity to purchase counterfeit, illegally diverted or stolen products or otherwise become aware of any such products.
- **Conflict minerals.** Vendors must comply with the Cardinal Health Conflict Minerals Policy (available on the Cardinal Health website) including working with their vendors to identify the source and chain of custody of any conflict minerals contained in their products. Vendors must agree to cooperate with Cardinal Health in connection with any inquiries or due diligence that Cardinal Health chooses to perform with respect to such conflict minerals.
- **Boycotts.** Vendors must not participate in international boycotts that are not sanctioned by the U.S. government or the European Union or applicable laws.
- **Antitrust.** Vendors must conduct business in full compliance with antitrust and fair competition laws that govern the jurisdictions in which they conduct business.
- **Industry standards.** Should the legal requirements and practices of the industry conflict, Vendors must, at a minimum, be in compliance with the legal requirements of the jurisdiction in which they are operating. If, however, the industry practices exceed the country's legal requirements, the Vendor must follow the industry practices.

Integrity

Vendors must conduct their overall business with integrity and specifically address the following areas:

- **Business records.** Honestly and accurately record and report all business information and comply with all applicable laws regarding their completion and accuracy. Create, retain and dispose of business records in full compliance with all applicable legal and regulatory requirements.
- **Interactions with regulators.** Act professionally and be honest, direct and truthful with all regulatory agency representatives and governmental officials.
- **Media/investors.** Vendors should not speak to the media or investors on behalf of Cardinal Health unless the vendor is expressly authorized in writing to do so by Cardinal Health.
- **Gifts.** Vendors should avoid giving gifts to Cardinal Health employees. Vendors should not offer anything of value to obtain or retain a benefit or advantage for the giver, and not offer anything that might appear to influence, compromise judgment or obligate any Cardinal Health employee. Any gift from a vendor must be approved in advance by the Cardinal Health Chief Legal and Compliance Officer or his or her designee. Any gifts, meals or entertainment must comply with applicable law, must not violate the giver's or recipient's policies on the matter and must be consistent with local custom and practice.

Vendor Code of Conduct, cont.

- **Conflicts of interest.** Vendors must avoid the appearance or actual improprieties of conflicts of interests. Vendors must not deal directly with any Cardinal Health employee or the spouse, domestic partner or other family member or relative of a Cardinal Health employee who holds a significant financial interest in the vendor. If a vendor employee or a vendor employee's spouse, domestic partner or other family member or relative is employed by Cardinal Health, then such individual may not participate in any contract negotiations involving the vendor nor provide services to Cardinal Health on behalf of the vendor.
- **Insider trading.** Vendors (including their employees) may not buy or sell the securities of Cardinal Health if they are aware of material non-public information about Cardinal Health that could influence an investor's decision to buy or sell the securities.
- **Business continuity and crisis management.** Subject to the terms of any specific contractual provisions that apply, Vendor must have adequate business continuity plans in place to continue to provide its services to a reasonable degree in the aftermath of any kind of operational crisis, whether caused by a natural disaster, equipment malfunction, power failure, terrorist act or so forth. Upon request by Cardinal Health, vendor must disclose and discuss in reasonable detail the elements of its business continuity plan.
- **Animal welfare.** Vendors must perform animal testing only after consideration has been given to non-animal based test methods, reducing the numbers of animals used or refining procedures to minimize distress in animals being tested. Vendors must use alternatives when scientifically valid and acceptable to regulators. Vendors must treat animals used in any testing or process humanely, minimizing pain and stress.
- **Discrimination/rights.** Vendors must base all conditions of employment on an individual's ability to do the job, not on the basis of personal characteristics or beliefs. Vendors must follow all applicable employment laws, must not engage in acts of verbal or physical harassment and must not discriminate on the basis of race, color, national origin, gender, sexual orientation, religion, disability or any other characteristic prohibited by applicable law.
- **Immigration law and compliance.** Vendors must only employ workers with a legal right to work. Vendors are obligated to validate all workers' legal status by reviewing original documentation (not photocopies) before they are allowed to commence work. Procedures which demonstrate compliance with these validations must be implemented. Vendors must regularly audit employment agencies from whom they obtain workers to monitor compliance with this policy.
- **Employee identification.** Vendors must not require their employees to lodge "deposits" or their identity papers (government-issued identification, passports or work permits) with their employer. Vendor's employees should be free to resign their employment in accordance with local and national laws or regulations without unlawful penalty.
- **Employee records.** Vendors must keep employee records in accordance with local and national laws or regulations and provide in a timely manner, via pay stub or similar documentation, the basis on which employees are paid.

Labor practices and human rights

Vendors must comply with the following labor and employment practices:

- **Child labor.** Vendors must not use child labor. No person may be employed at an age younger than the legal minimum age for working in any specific jurisdiction. In no event may vendors or business partners employ workers less than 14 years of age.
- **Compensation.** Vendors must fairly compensate their employees by providing wages and benefits which are in compliance with the local and national laws and regulations of the jurisdictions in which the vendors are doing business, or which are consistent with the prevailing local standards in the countries, if the prevailing local standards are higher.
- **Hours of labor.** Vendors must ensure that working hours are consistent with local regulations and are not excessive. Where the country's laws and regulations do not address standard working hours, vendors must ensure that the work week does not exceed 60 hours. Vendor must provide workers rest days (at least one day off for every seven-day period) and leave privileges.
- **Forced prison labor.** Vendors must not use forced labor whether in the form of indentured labor, bonded labor or prison labor. Vendors also must not support any form of human trafficking of involuntary labor through threat, force, fraudulent claims or other coercion.

Environment, health and safety (EHS)

Vendors must develop and implement policies and procedures that are protective of human health and the environment, including the following:

- **Law and compliance.** Vendors must comply with all laws, regulations, ordinances, rules, product registrations, permits, license approvals and orders regarding the environment, health and safety and the use of restricted substances in the countries in which they do business.
- **Systems.** Vendors must develop and implement operating and management systems designed to detect, avoid and respond to potential risks and emergencies for the safety and health of all employees and the environment. Vendors must have written EHS policies and systems to minimize work-related injury, illness and environmental incidents.
- **Work environment.** Vendors must maintain a healthy, clean and safe work environment and must not utilize mental or physical disciplinary practices. This includes any residential facilities that a Vendor provides to its employees. Vendors must construct and maintain all facilities in accordance with the standards set forth by applicable laws and regulations in the countries in which they operate.

Vendor Code of Conduct, cont.

- **Emergency preparedness.** Vendors must be prepared for emergency situations. This includes worker notification and evacuation procedures, emergency training and drills, appropriate first-aid supplies, appropriate fire detection and suppression equipment and adequate exit facilities. Vendors must regularly train employees on emergency planning, emergency exit procedures and responsiveness.
- **Environment and sustainability.** Vendors must operate in an environmentally responsible and efficient manner and shall strive to minimize adverse impacts on the environment. Vendors must conserve natural resources, avoid the use of hazardous materials where possible and promote activities that reuse and recycle. Vendors will engage in the development and use of climate-friendly products and processes to reduce power consumption and greenhouse gas emissions.

Confidentiality and data protection

- **Confidentiality.** Vendors must not disclose to others and will not use for its own purposes or the purpose of others any trade secrets, confidential information, knowledge, designs, data, skill or any other information considered by Cardinal Health as “confidential.”
- **Data protection.** Vendors must take appropriate steps to safeguard any information that could lead to the identification of individuals, including information that identifies individuals in combination with other information (“personal information”). Vendors must maintain a written information security program that includes administrative, technical and physical safeguards designed to protect the security, integrity and confidentiality of personal information. Vendors must process and protect the personal information of Cardinal Health personnel, patients, healthcare professionals and other third parties in accordance with all applicable laws and regulations.

Promotion and sale of Cardinal Health products

If involved in the promotion and sale of Cardinal Health products, Vendors must ensure that any and all promotional information about Cardinal Health products is provided by, reviewed and approved through the Cardinal Health copy review process (including, but not limited to, review and approval by Cardinal Health Legal and Regulatory).

- **Prohibition on pre-approval promotion.** Vendors must not provide promotional information or communicate publicly about Cardinal Health products with the intent of promotion before such products have received regulatory approval unless a representative from Cardinal Health’s Legal and Regulatory Department has approved such disclosure in writing.
- **Prohibition on off-label use.** Vendors must not provide promotional information or communicate publicly about Cardinal Health products with the intent of promotion for off label or inconsistent uses from approved labeling.
- **Product safety.** Vendors must track and promptly report to Cardinal Health any undesirable or adverse event occurring in a patient using or exposed to a Cardinal Health product and any complaint relating to alleged defects in a Cardinal Health product.

Interactions with healthcare professionals and customers

If involved in the promotion and sale of Cardinal Health products, vendors must ensure that all interactions with healthcare professionals and customers are in accordance with the Cardinal Health Standards of Business Conduct, all applicable laws and regulations and the following requirements:

- Vendors must ensure that any payment for services provided to a healthcare professional or customer fulfills a legitimate, bona fide and documented business need and is clearly identified in advance of requesting the services and entering into any agreement with the prospective healthcare professional or customer.
- Vendors must ensure that compensation paid to healthcare professionals or customers for services is fair market value for the services provided or the nature of the work performed. Vendors must document how fair market value was determined.
- Vendors must not retain the services of a healthcare professional or customer conditioned on the current or anticipated future purchasing, prescribing or recommending of Cardinal Health products.

Social media

Vendors must educate and train employees on use of social media which should be broadly understood to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites and other sites and services that permit users to share information with others in a contemporaneous manner. Such education and training must include that vendor employees must not give the impression that they are speaking on behalf of Cardinal Health or misrepresent or disparage Cardinal Health in any communications or online user forums. Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content or images that are defamatory, pornographic, proprietary, harassing, libelous or that can create a hostile work environment.

Government lobbying

Vendors must not engage, directly or indirectly, in lobbying activities with elected officials, political party officials or candidates for public office or for a political party on behalf of Cardinal Health without the prior express written approval from the Cardinal Health Senior Vice President of Government Relations.

Subcontractors

Vendors must only engage subcontractors or other agents in the promotion, sale or distribution of Cardinal Health products pursuant to and consistent with the terms and conditions of a written agreement between Cardinal Health and the vendor.

Vendors must educate and train the employees of subcontractors who are involved in Cardinal Health business activities on the principles of this Vendor Code of Conduct. Vendors are obligated to require such employees and subcontractors to agree to and abide by the provisions set forth herein.

Vendor Code of Conduct, cont.

At the request of Cardinal Health, vendors must provide the names of the employees and the names of the employees of any of the vendor's subcontractors who are involved in the promotion and sale of Cardinal Health products, as well as certain other employees specified by Cardinal Health, and must cause such employees to complete compliance training in a format approved by Cardinal Health.

Reporting and investigations

Vendors must establish processes to enable the employees to report concerns or illegal activities through a formal reporting structure. Vendors must investigate reported incidents and take corrective action, including appropriate disciplinary action up to and including employee termination, if necessary. Vendors must not take retaliatory action against any employees who in good faith report a concern, questionable behavior or illegal activity.

Vendors must immediately report to Cardinal Health its findings of any violation of law or of the provisions of the Vendor Code of Conduct relative to its activities with Cardinal Health. Vendors must fully cooperate with Cardinal Health to take all reasonable measures to investigate and remediate any non-compliance with the Vendor Code of Conduct.

Audit rights

In order to ensure compliance with these standards and subject to the terms of any specific contractual provisions that apply, Cardinal Health or a third party designated by Cardinal Health may, upon reasonable prior notice, audit vendors' facilities and the facilities of vendors' business partners and subcontractors, and any such audit may include review of the vendors' and its business partners' books and records related to the products or services provided to Cardinal Health.

In accordance with any such audit, vendors must make available to Cardinal Health, upon request, a copy of any audit that has been performed of the controls and operating effectiveness of the vendor as a service organization (including SOC1/SOC2/SOC3 or any successor auditing standard or similar report). If Cardinal Health requests from the vendor information and/or a certification with respect to the vendor's compliance with this Vendor Code of Conduct, vendor must provide to Cardinal Health the information and/or certification within a reasonable amount of time.

Compliance with the Cardinal Health Vendor Code of Conduct

Vendors must ensure that they understand and comply with the Cardinal Health Vendor Code of Conduct and inform his/her Cardinal Health contact (or a member of Cardinal Health management) if and when any situation develops where the Vendor is not in compliance with this Vendor Code of Conduct.

Compliance acknowledgment

All vendors are required to educate and train their employees to ensure that they understand and comply with the Cardinal Health Vendor Code of Conduct. Vendors may be required, as a condition to maintaining an active vendor relationship with Cardinal Health, to acknowledge their obligation to comply with the Cardinal Health Vendor Code of Conduct.

Enforcement of and compliance verification

Vendors are expected to self-monitor their compliance with this Vendor Code of Conduct. In addition to any other rights Cardinal Health may have under their agreement with vendor, if Cardinal Health determines or believes that at any time vendor has failed to comply with any of these standards, then Cardinal Health has the right to cease the purchase of vendor's products and services or the supply of sale of Cardinal Health products and services to vendor without notice and without liability or obligation of any sort accruing to Cardinal Health. Cardinal Health may also prohibit any vendor employee from providing services to Cardinal Health who behaves in a manner that is unlawful or inconsistent with this Code of Conduct or with any Cardinal Health policy.

Reporting of questionable behavior and possible violations

Cardinal Health encourages vendors and their employees with questions regarding the Cardinal Health Vendor Code of Conduct to contact Cardinal Health regarding their concerns. Vendors and their employees should work with their Cardinal Health contact in resolving business practice or compliance concerns. Should it not be possible or appropriate to resolve a given concern directly with their Cardinal Health contact, vendors should contact the Cardinal Health Business Conduct Line at 800.926.0834 or through the internet at businessconductline.com

Intolerance of retribution or retaliation

Cardinal Health will not tolerate any retribution or retaliation taken against any individual who has, in good faith, sought out advice or has reported questionable behavior or a possible violation.

